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TN REGULATORY AUTHORITY

T.R.A. DOCKET ROOM

November 25, 2004

RE: Docket #'s 04-00166 and 04-00211

Mr. Riley Darnell
Secretary of State
Tennessee State Capital
Nashville, Tennessee 37243

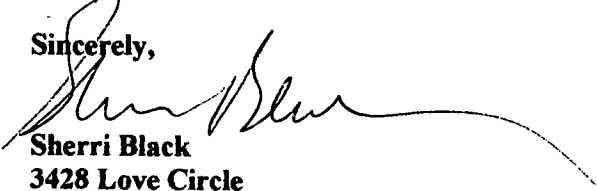
The Tennessee Regulatory Authority Docket 04-0166 and 04-00211, if approved, could allow high rates for calls from inmates at Tennessee jails and prisons. I am urging you to support the children and families of prisoners and vote against any increases in costs and any possible decreases in the length of time calls from a state or local penal institution.

Families of Tennessee prisoners are the forgotten victims of crime. Innocent of any wrongdoing, they too often suffer in silence. It is therefore very important that elected and appointed government officials protect our interests. Our families are primarily responsible for telephone and many other expenditures of our incarcerated loved ones. The proposed changes would result in drastic telephone rate increases that we cannot afford. We also cannot afford to stop improving our family relationships through regular 30-minute telephone calls. Healthy family bonds during imprisonment help to reduce repeated help reduce repeated incarcerations and ultimately make our community safer for all Tennessee families.

To shorten the length of the calls would be devastating to family bonds. Affordable local and long distance calls are especially critical for families who are not physically or financially able to visit prisons that are often in remote locations where public transportation is not available and over night accommodations and meals would drive up the costs. I am also concerned that the current telephone provider, Global-Tel-Link lacks accountability to its customers. We insist that improved customer service and better billing services are required of all telephone service and better billing services are required of all telephone service providers to prisons and jails in Tennessee.

As a concerned citizen, I will be watching these issues very closely. I earnestly hope that you will support families of Tennessee's prisoners and not the interests of big business.

Sincerely,



Sherri Black
3428 Love Circle
Nashville Tennessee 37212

Date 12-03-04

Re 2004 Docket #'s, 04-00166 and 04-00211

Dear Sir or Madame

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The Tennessee Regulatory Authority Docket 04-00166 and 04-00211, if approved, could allow higher rates for calls from inmates at Tennessee jails and prisons. I am urging you to support the children and families of prisoners and vote against any increases in costs and any possible decreases in the time length of calls from a state or local penal institution.

Families of Tennessee prisoners are the forgotten victims of crime. Innocent of a wrong doing, they too often suffer in silence. It is therefore very important that elected and appointed government officials protect our interests. Our families are primarily responsible for telephone, and many other expenditures, of our incarcerated loved ones. The proposed changes would result in drastic telephone rate increases that we cannot afford. We also cannot afford to stop improving our family relationships through regular 30-minute telephone calls. Healthy family bonds during imprisonment help to reduce repeated incarcerations and ultimately make our communities safer for all Tennessee families. To shorten the length of the calls would be devastating to family bonds. Affordable local and long distance calls are especially critical for families who are not physically or financially able to visit prisons that are often in remote locations where public transportation is not available and over night accommodations and meals would drive up the costs. I am also concerned that the current telephone provider, Global Tel-Link lacks accountability to its customers. We insist that improved customer service and better billing services are required of all telephone service providers to prisons and jails in Tennessee.

As a concerned citizen, I will be watching these issues very closely. I earnestly hope that you will support families of Tennessee's prisoners and not the interests of big business. Acknowledge this issue, as well as other issues, that will be addressed to you, in the near future.

Sincerely,

Shirley D. Grady
815 Argle Avenue
Madison, Tennessee 37115